

maximus

VIRGINIA
SUPPORTS INTENSITY SCALE®
ACTIVITY REPORT

April 2023 - March 2024

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OVERVIEW

Maximus Clinical Services Division (formerly Ascend) is contracted with DBHDS to administer the Supports Intensity Scale® assessment to individuals receiving waiver services. In the last 12 months (April 2023 - March 2024) Maximus conducted two thousand, three hundred, fifty-five (2355) assessments. May 2023 marked the end of our annual contract term, and in June 2023 we began our new contract with DBHDS, continuing to complete assessments in the Southwest and Eastern Regions 3 & 5. Over the past year, Maximus began conducting assessments in Region 4, to include Chesterfield CSB, District 19 CSB, and Crossroads CSB.

Over the last year, as assessment volume has increased, we have adjusted the number of assessors from eight (8) in April 2023 to thirteen (13) full-time assessors in the beginning of March 2024. Additionally, the number of schedulers increased from three (3) to six (6).

Over the last year, our overall quality scores of interviewers have remained high and consistent. High quality scores, assessor knowledge, and well-qualified respondents have helped to ensure that completed interviews accurately reflect the person's support needs. During the last year, Maximus and DBHDS leadership have participated in scheduled weekly meetings, vendor meetings, quarterly AAIDD meetings, and many ad hoc communications.

TRAINING ACTIVITIES

Conducting IRQRs

Maximus conducts IRQRs completed by the Operations Manager, Lisa Horan. During an IRQR, the assessor's interview is measured for congruency with scoring of the items to ensure consistency with item definitions. These IRQRs verify an assessor's compliance with DBHDS and AAIDD SIS-A® and SIS-C® standards and protocols. Maximus completed 15 IRQRs in the last year.

Assessors also participated in Periodic Drift Reviews (PDR), conducted by AAIDD and DBHDS, to ensure compliance and consistency with identified state standards and protocols.

QUALITY CONTROL

New Assessors

Due to an increase in the overall volume of the contract during this past year, we increased assessor recruitment efforts to meet the need across both Regions 3, 4, and 5.

Existing Assessors

In addition to receiving regularly scheduled IRQRs, assessors participate in quality calls led by the Operations Manager and Quality Coordinator. Additional team members participating during the call include the Program Manager and the scheduling team. Trends or concerns with scoring, quality, and scheduling are discussed. Also included are tips for remaining HIPAA compliant, as well as guidance and troubleshooting for AAIDD's system use, to include Venture and SISOnline.

Assessors participated in multiple training opportunities associated with the Community of Practice between DBHDS, AAIDD, and SIS Vendors. Training opportunities were offered to assessors in the areas of SIS-A® protocol and practices.

Quality Analysis

One hundred percent (100%) of all assessments are reviewed by Maximus quality staff for quality assurance. At least ten percent (10%) of all assessments are randomly selected for additional formal assessor evaluation to ensure consistency across the state. During the last 12 months, one thousand, seven hundred, fifty-five (1,755) interviews received a formal evaluation. The overall interviewer quality average for the last 12 months was 97.09%.

SCHEDULING

Schedulers

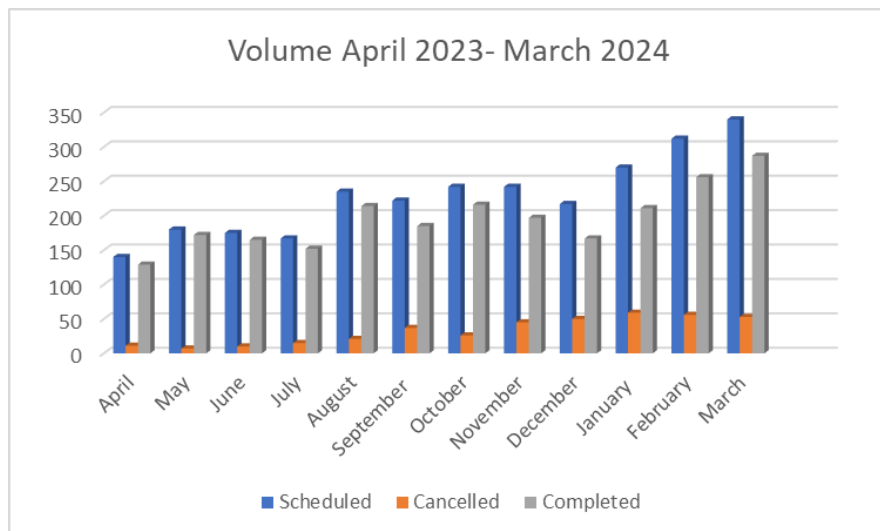
The scheduling team works closely with assessors to maximize their capacity and CSB contacts on daily matters. The team is comprised of:

- Five (5) full-time schedulers
- One (1) part-time scheduler

Scheduling Priorities

Maximus continues to schedule assessment priority based on the Next SIS date and priority group specific to the individual. Vendor Report downloads occurred each week to ensure we had the most up to date information for scheduling. Our staff schedules assessments based on these priority groups:

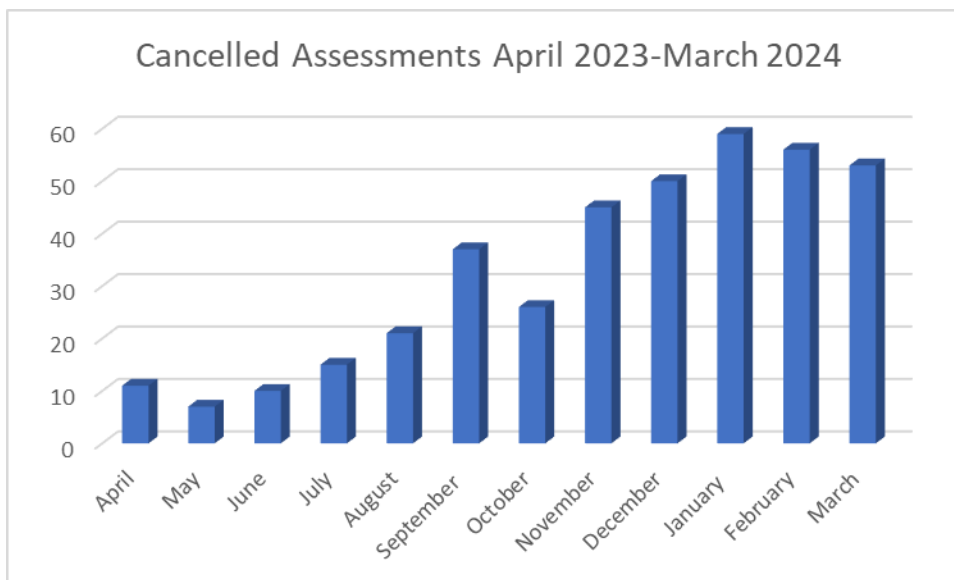
1. SIS Classics
2. SOP Review Approved (Standard Operating Procedure Review or Change in Needs)
3. Active Authorization without an Initial SIS (with an Approved Service Authorization)
4. Regular SIS
5. Active without Authorized Services and without an Initial SIS
6. Projected Status
7. Hold



CANCELLATIONS

Cancellation Details

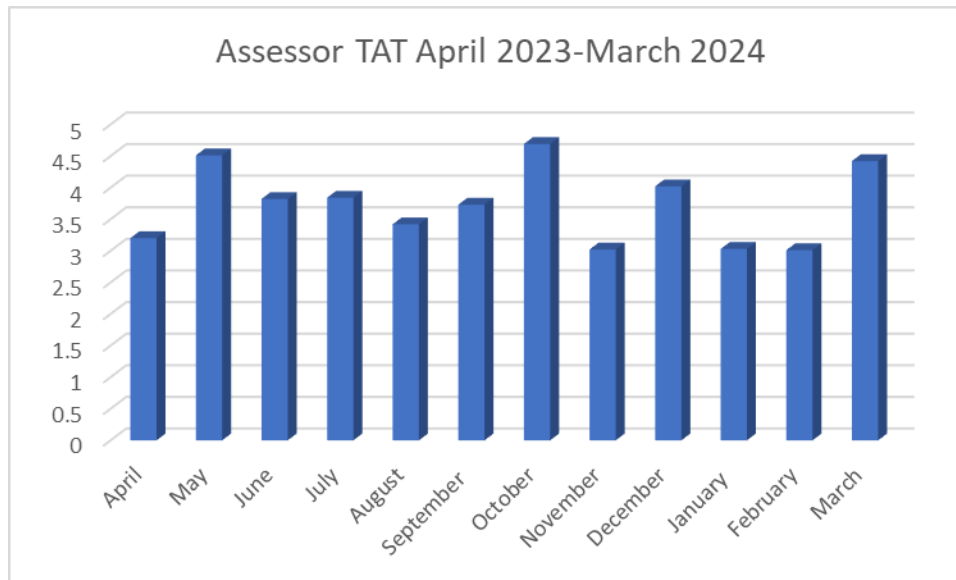
The average notice before the scheduled meeting is cancelled has been 2.46 days during the last 12 months. During the last 12 months there have been a total of three hundred ninety (390) interviews cancelled. These are interviews where Maximus’s scheduling department must reach out to all respondents for the interview to reschedule for a different time and location.



PROGRESS TO DATE

Turnaround Times

Turnaround time (TAT) for the VA SIS® contract is calculated in two stages; when the assessor returns the assessment and when it is quality reviewed by an internal QA staff. The total TAT is calculated based on the sum of the assessor return date and the QA review. Each month Maximus completed assessments well within the contract TAT of 7 business days. The TAT average over the last 12 months is 3.40 out of 7 business days.



Satisfaction Surveys

Since July 2020, DBHDS has been collecting surveys to determine assessment satisfaction. Following each SIS® interview, all respondents including the recipient, family members and guardians, support coordinators, and providers are offered the opportunity to complete a DBHDS Satisfaction Survey and to submit their feedback regarding their experience. Participation is encouraged and multiple methods have been offered to respondents to include a paper survey or a QR code to access the survey online. For the period April 2023 through March 2024, 636 surveys were received. DBHDS shares Satisfaction Survey results monthly.

Respondents are asked to identify their satisfaction for multiple questions on a Likert scale of 1 to 5, 1 being disagree and 5 being agree. The questions identify respondent satisfaction with the process, effectiveness, and professionalism of the scheduling department, and the interviewer's professionalism and skill.

